

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - August 2014

RESPONSE & COMPLIANCE DATA

3426 Total Responses

2295 Compliant
231 Non-Compliant
13 Exempted/Eliminated

2539

	C	N	S	W	Total	
Calls	560	678	686	615	2539	
Eliminated	1	3	3	2	9	
Exempted Responses	1	0	2	1	4	
	558	675	681	612	2526	2539
Code 1 Compliant	19	24	27	24	94	
8 Minute Compliant	488	600	579	448	2115	
11 Minute Compliant	2		12	37	51	
30 Minute Compliant				35	35	2295
Compliant	509	624	618	544	2295	
Non-Compliant	49	51	63	68	231	2526

0.9086 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3426 Total Responses for the Month		
2539 911 Incident Responses	74.11%	(ARMUP Responses = 0)
24 911 Incidents w/Multiple pts - Eliminated	0.70%	
6 911 Incidents Out of County - Eliminated	0.18%	
3 Mobile Supervisor (MSU) - Eliminated	0.09%	
854 Code 1 Incidents - Eliminated	24.93%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	1 / 1		
N	0 / 0		
S	2 / 0		
W	1 / 0		
	<i>(granted/denied)</i>		
		5 requested	
		4 granted	80.00%
		1 denied	20.00%
			100.00%

CENTRAL EQUITY ZONE DATA

560	Total Calls
1	Eliminated per Franchise Agreement
1	Exemption Granted
558	Total Responses for Zone
19	Code 1 Compliant Responses
488	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
509	Compliant Responses
49	Non-Compliant Responses
0.9122 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9048	2	21	
8 Minute Rate 0.9121	47	535	2
11 Minute Rate 1.0000		2	
30 Minute Rate #####			
	49	558	2

NORTH EQUITY ZONE DATA

678	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
675	Total Responses for Zone
24	Code 1 Compliant Responses
600	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
624	Compliant Responses
51	Non-Compliant Responses
0.9244 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	3	27	
8 Minute Rate 0.9259	48	648	3
11 Minute Rate #####			
30 Minute Rate #####			
	51	675	3

SOUTH EQUITY ZONE DATA

686	Total Calls
3	Eliminated per Franchise Agreement
2	Exemption Granted
681	Total Responses for Zone
27	Code 1 Compliant Responses
579	8:29 Compliant Responses
12	11:29 Compliant Responses
	30:29 Compliant Responses
618	Compliant Responses
63	Non-Compliant Responses
0.9075 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8182	6	33	
8 Minute Rate 0.9205	50	629	5
11 Minute Rate 0.6316	7	19	
30 Minute Rate #####			
	63	681	5

WEST EQUITY ZONE DATA

615	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
612	Total Responses for Zone
24	Code 1 Compliant Responses
448	8:29 Compliant Responses
37	11:29 Compliant Responses
35	30:29 Compliant Responses
544	Compliant Responses
68	Non-Compliant Responses
0.8889 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.75	8	32	
8 Minute Rate 0.9069	46	494	2
11 Minute Rate 0.7255	14	51	
30 Minute Rate 1	0	35	1
	68	612	3

ONE MINUTE DISPATCH TIME REQUIREMENT

9 Dispatches greater than 60 seconds which were not reassignments or upgraded responses
(not to exceed 11 incidents per month)

UNIT HOUR UTILIZATION CALCULATION

0.3753 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4185
2	0.3695
3	0.3878
4	0.4489
5	0.4394
6	0.3751
7	0.3719
8	0.3898
9	0.3588
10	0.3776
11	0.4285
12	0.3811
13	0.2997
14	0.3769
15	0.4056
16	0.3427
17	0.4029
18	0.4921
19	0.4565
20	0.3655
21	0.3850
22	0.2923
23	0.3416
24	0.3860
25	0.3649
26	0.3797
27	0.3527
28	0.3287
29	0.3026
30	0.2971
31	0.3154

11.63427827